

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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In re Patent Application of:

Karl-Heinz Pitsch

Confirmation No.: 3076

Application No.: 10/647,980

Group Art Unit: 3267

Filed: August 26, 2003

Examiner: Paul Danneman

For: CLIENT RELATIONSHIP MANAGEMENT  
AND PRODUCT DISTRIBUTION  
SYSTEM AND METHOD

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**PRELIMINARY AMENDMENT WITH RCE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the final Office Action dated December 28, 2009, please amend the application as follows:

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks/Arguments** begin on page 14 of this paper.